

Vermont WIC Annual Grocer Training Effective October 2020

MODULE 1 Vermont WIC and Grocers: Overview







What is WIC?

- A public health nutrition program for Women, Infants and Children.
- A program of the US Department of Agriculture
- Operated by the Vermont
 Department of Health through
 12 Local Health Offices









Who can be a VT WIC participant?

- Must belong to a specific category:
 - Pregnant, breastfeeding, and postpartum women
 - Infants
 - Children up to the age of 5
- Vermont resident
- Meet income guidelines





What does WIC provide?

 Nutrition & health counseling and education



- Nutrition & health counseling and education
- Breastfeeding support



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- Breastfeeding support
- Referrals to health care and other programs



- Nutrition & health counseling and education
- Breastfeeding support
- Referrals to health care and other programs
- Healthy foods







VT WIC grocers must:

- 1. Stock WIC-Approved foods and ensure the Minimum Inventory is always available. Families will shop all month.
- 2. Keep UPC data current. Download it daily.
- 3. Train staff and properly conduct transactions. Keep a training log.
- 4. Provide excellent customer service.
- 5. Report any problems to WIC.

Document training sessions

- All WIC Grocers must have training documented on the Vermont WIC Training Log
- Documentation must include:
 - Trainer name or title
 - Date of training
 - Subject of training (i.e. Annual Training, New Cashier Training, etc.)
 - Trainee signature and position/title

WIC review

- WIC staff will review grocer training logs during announced or unannounced site visits.
- Please keep them readily available upon request.



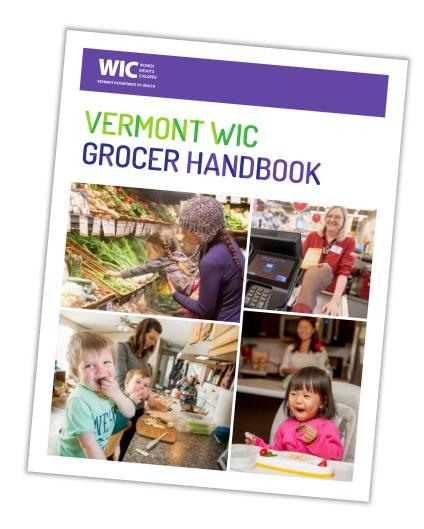


Grocer Handbook

- For store managers, store owners, corporate office
- Summary / What's in the handbook



Download the PDF



Training Modules

- Vermont WIC and Grocers: Overview
- 2. Know the WIC Foods
- 3. Provide Excellent Customer Service
- 4. Process Transaction... and Get Paid
- 5. Monitoring and Compliance
- 6. What's New with VT WIC















Live Training Card

- Requested from WIC Grocer Manager
- Specific Benefits
- Use for new cashier training with a Vermont WIC Foods Guide





Window Decal and Lane Sign

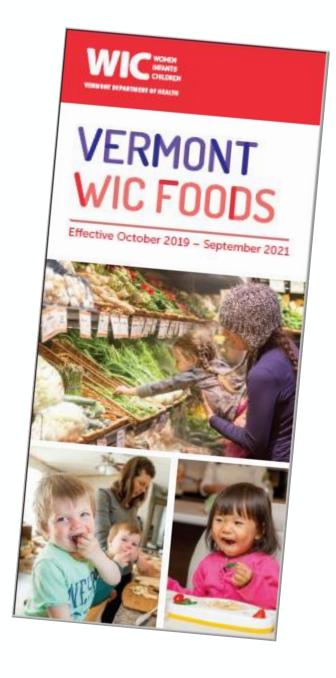
- For VT WIC-Approved grocers
- Shows WIC customers where their card is accepted
- Use sign at Customer Service and to specify specific checkout lanes





VT WIC Foods Guide

- For each checkout lane and customer service point
- Details all the Vermont WIC-Approved food products
- Includes sizes, packaging, brands, varieties, and any restrictions for each WIC food category
- Updated Biennial (effective October 1)





Cashier Tip Card

- Accompanies the WIC Foods Guide
- Includes general WIC transaction tips and common checkout issues.

VERMONT WIC CHECKOUT TIPS FOR CASHIERS

Protect confidentiality.

Do not use "WIC" in your conversation. Say "card" instead.

Know the WIC card transaction.

Understand the WIC checkout steps and process for your store's POS. Be sure to scan each item and never use the quantity key.

Know the foods allowed by WIC.

- Keep a copy of the Vermont WIC Foods guide at your register for reference.
- Use the WIC Shopper App (if allowed by your management) for a list of all WIC approved foods. The app also has a "Scan Barcode" feature.

Not all foods in the food guide are on a customer's benefit.

Run a "balance inquiry" for the shopper for a list of foods currently in their account.

If the card declines.

Note the error code. Wait about 20 seconds and then have the customer swipe the card again. Or manually enter the customer's card number.

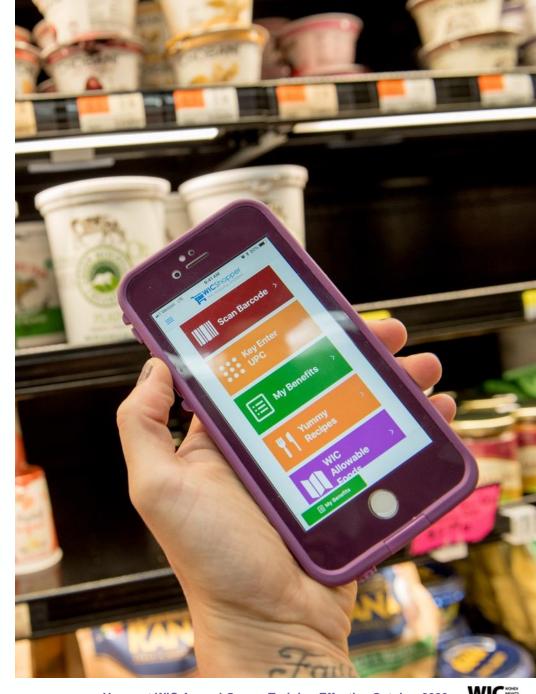




WICShopper App



- Free smartphone app
- Scan barcodes or key in UPC
- Check current balance
- Vermont WIC Foods guide
- Recipes





Shelf Tags

- For grocers without integrated WIC-Approved shelf tags
- Use to identify approved foods for WIC customers
- Also promotes healthy choices for non-WIC customers
- Move with products after store re-set





Information online

- Grocer Handbook
 - Program Overview
 - Grocer Requirements
 - Grocer & Cashier Training
 - EBT Technical Requirements
 - Minimum Inventory Standards
- Resources for Grocers
 - Approved Products List & UPC Database
 - Vermont WIC Food Guide
 - Cashier Tip Card
 - Training Modules
 - Shopping Videos for WIC Families





effort between the State of Vermont and U.S. Department of Agriculture (USDA) Wildlife Services to stop the spread of the rabies, starts on August 1. Learn more:

HOME / CHILDREN, YOUTH & FAMILIES / WIC /

INFORMATION FOR GROCERS



COVID-19 Update for Grocers

WIC has temporarily expanded our Approved Product List (APL) to add options for some items that have been hard to find due to COVID-19. Please see the list of expanded foods for specific items that have been added and share with cashiers as a training

It is very important that you update the Vermont APL into your system daily to ensure participants can purchase all WIC-approved foods. Families may choose bread substitutions specifically from the expanded food list if they cannot find a 16 oz package of WIC allowable bread. Regardless of the size, each package will only be deducted as 16 ounces from their Whole Grain benefit amount through June 30, 2020.

GROCERS ARE IMPORTANT PARTNERS OF THE VERMONT WIC PROGRAM

We rely on you to:

- Provide access to safe and nutritious foods for WIC families
- Offer competitive prices to help WIC reach the greatest number of eligible participants
- · Understand and support WIC's mission

Visit <u>healthvermont.gov/wicgrocers</u>



4. Stay in touch with WIC



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WIC is here to help

- Email notices about change to POS or ECR system (Share your contact information with the WIC Grocer Manager)
- Updates on WIC EBT, Approved Product List, UPC database
- Quarterly Grocer Advisory meetings





Important contact information

- WIC Grocer Manager: Tamela Ross-Little
 - 802-652-4183
 - Tamela.Ross-Little@Vermont.gov
- WIC Participant Customer Service: 1-855-769-8890 (printed on the back of each WIC EBT card)
- Retailer EBT Customer Service Stand-Beside: 1-855-769-8857
- Vermont WIC: 800-649-4357 or wic@vermont.gov
- healthvermont.gov/wicgrocers